

Organizational & Employee Development Services

Getting Started

Explore your personal and professional growth and organizational development opportunities today.

You can access our catalog and services several ways.

- **Online:** Course schedules and our full eLearning Network catalog can be accessed on the Department of Personnel website at www.dop.wa.gov.

- **Course Schedule:**

Hard copies are updated monthly and delivered to state agencies and higher education institutions statewide. Check with your organization's training and development office to get a copy.

The Washington State Department of Personnel offers a variety of courses and services that help employees and organizations grow and succeed. Take advantage of our broad range of targeted training, consulting, leadership and organizational development options. In classrooms statewide, at your workplace or at your computer, we can provide training and solutions to meet your needs.

Options for Employee Professional Development

In any given month public employees statewide can choose from approximately 100 in-person workshops, training courses and programs. Whether it's a "bite-sized" four-hour workshop, a one or multi-day skill building course or working toward earning a certification in your professional field, we offer high-quality and relevant courses led by skilled professionals. Take a look at our major course categories.

Archives and Records Management

Civil Investigations

Communication

Computer Training

Customer Service

Diversity

Government Management Accountability and Performance (GMAP)

Health and Personal Safety

HELP Academy

Leadership, Supervision and Management

Personal Development

Multiple Pathways for Employee Professional Development

Making time for training in today's fast-paced work environment can be a challenge. Our multiple learning pathways are developed with the busy professional in mind.

Classroom Training:

Open enrollment courses are available year-round to public employees. With over 20,000 classroom training opportunities per year in locations across Washington, chances are good you'll find the class you're looking for.



For more Information

▪ **In Person:** Our office in downtown Olympia offers computers for online searches and a knowledgeable customer service staff.

The address is 600 South Franklin, across the street from the Old Capitol Building.

▪ **Telephone:** Call us at 360-664-1921.

At Your Office:

Remote locations, inter-office referrals, webinars. If it isn't convenient to attend training in our classroom locations, let us know. Often we can bring the training to your office or find a solution that fits your specific need.

Online:

The Washington State eLearning Network (ELN) offers nearly 2,000 online courses that are convenient, user-friendly and ready when you are. Registered participants can choose from a broad catalog of courses ranging from leadership to technical training to personal development.

Easy Access to Proven Human Resource Consultants and Facilitators

Take advantage of the Department of Personnel's talent pool of proven consultants, instructors and other human resource experts. or get professional, and confidential help your unique needs. And, by "pre-qualifying" our consultant pool, your contracting experience will be fast, easy and hassle-free.

We provide immediate access to nearly 200 specialists with expertise in areas such as:

Facilitating team issues and developing high performance teams

Strengthening leadership skills

Business analysis and process improvements

Improving conflict resolution and interpersonal skills

Strategic planning and performance management including customized

GMAP sessions

Personnel investigations

Conferences/retreats/forums

Managing change

Communications

Customer and stakeholder focus
